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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/855,860	05/14/2001	Joseph F. Khouri	02950.P012D	1001

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EXAMINER

HO, CHUONG T

ART UNIT

PAPER NUMBER

2664

DATE MAILED: 12/17/2002

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary

Application No.
09/855,860

Applicant(s)
Khouri et al.

Examiner
Ho

Art Unit
2664



-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE three MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136 (a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133).
- Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on Oct 7, 2002
- 2a) ☒ This action is **FINAL**. 2b) ☐ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11; 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 29-40 is/are pending in the application.
- 4a) Of the above, claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 29-40 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claims _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
- 11) ☐ The proposed drawing correction filed on _____ is: a) ☐ approved b) ☐ disapproved by the Examiner.
If approved, corrected drawings are required in reply to this Office action.
- 12) ☐ The oath or declaration is objected to by the Examiner.

Priority under 35 U.S.C. §§ 119 and 120

- 13) ☐ Acknowledgement is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
a) ☐ All b) ☐ Some* c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. _____.
3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).
*See the attached detailed Office action for a list of the certified copies not received.
- 14) ☐ Acknowledgement is made of a claim for domestic priority under 35 U.S.C. § 119(e).
a) ☐ The translation of the foreign language provisional application has been received.
- 15) ☐ Acknowledgement is made of a claim for domestic priority under 35 U.S.C. §§ 120 and/or 121.

Attachment(s)

- 1) ☐ Notice of References Cited (PTO-892) 4) ☐ Interview Summary (PTO-413) Paper No(s). _____
- 2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948) 5) ☐ Notice of Informal Patent Application (PTO-152)
- 3) ☐ Information Disclosure Statement(s) (PTO-1449) Paper No(s). _____ 6) ☐ Other:

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1. The Applicant's argument filed 10/07/02 have been entered and made of record.
2. Applicant's argument filed 10/07/02 have been fully considered but they are not persuasive with regard to the independent claims 29, 35 and 40 for the following reasons:

As to independent claim 29, the Applicant alleges that " Miloslavsky does not disclose each and every limitation of claim 29, as required to support a rejection of this claim "(page 3, lines 21-22).

The Applicant's argument is not persuasive.

Miloslavsky discloses each and every limitation of claim 29; comprising:

- ◆ receiving the telephone call; identifying a telephone number associated with the received telephone call (see col. 10, lines 30-38, Browser 116 receives the HTML document and create a web page based on the HTML document (operation 414). After reviewing the displayed web page, the user clicks on "call me" button 118. Browser 116 responses by sending a request for a phone call, together with telephone number and/or data identifying customer site 104, to server 132 (operation 416). Server 132 delivers the request and the telephone number to SRP 168, which in turn delivers the number to outbound call controller 354 (operation 424)....Data related to customer site 104 and the web page viewed by the user is delivered to the agent. The agent can then answer the call with all necessary information on hand (operation 434));
- ◆ retrieving information about the caller based on the identified telephone number (see col.2, lines 16-25, based on this telephone number, the software in the call center can

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access a database server to obtain information about the customer who has been assigned that phone number, col. 8, lines 65-67, col. 9, lines 8-10, at this time, the server agent has already acquired a lot of information about customer site 104 and the web pages previously delivered thereto);

- ◆ generating a web page containing the retrieved information (see col.10, lines 30-45, browser 116 receives the HTML document and creates a web page based on the HTML document. After reviewing the displayed web page, the user clicks on “call me” button 118. Browser 116 responds by sending a request for a phone call, together with telephone number and/or data identifying customer site 104, to server 132...Data related to customer site 104 and the web page viewed by the user is delivered to the agent. The agent can then answer the call with all necessary information on hand); wherein the web page has an associated identifier (URL or uniform resource locator) (see col. 9, lines 30-32);
- ◆ transmitting the identifier associated with the web page to an agent selected to answer the received telephone call (see col. 10, lines 30-45).

3. Claims 29-40 are pending.

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Claim Rejections - 35 USC § 102

4. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless -

(e) the invention was described in-

(1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effect under this subsection of a national application published under section 122(b) only if the international application designating the United States was published under Article 21(2)(a) of such treaty in the English language; or

(2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that a patent shall not be deemed filed in the United States for the purposes of this subsection based on the filing of an international application filed under the treaty defined in section 351(a).

5. Claims 29-33, 35-38, 40 are rejected under 35 U.S.C. 102(e) as being anticipated by Miloslavsky (U.S. Patent No. 6,259,774 B1).

In the claims 29, 35, 40, Miloslavsky discloses a telephone call center system comprises an Internet connection adapted for receiving data from a WEB server, the data originating from the computer platform of a person browsing the Internet, including data identifying the browsing person, such as a telephone number, and indicating to the WEB server a desire of the browsing person to communicate with an agent at the call center (see abstract); comprising:

- ◆ receiving the telephone call; identifying a telephone number associated with the received telephone call (see col. 10, lines 30-38, Browser 116 receives the HTML document and create a web page based on the HTML document (operation 414). After reviewing the displayed web page, the user clicks on “call me” button 118. Browser 116 responses by sending a request for a phone call, together with telephone number and/or data identifying

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customer site 104, to server 132 (operation 416). Server 132 delivers the request and the telephone number to SRP 168, which in turn delivers the number to outbound call controller 354 (operation 424)....Data related to customer site 104 and the web page viewed by the user is delivered to the agent. The agent can then answer the call with all necessary information on hand (operation 434));

- ◆ retrieving information about the caller based on the identified telephone number (see col. 2, lines 16-25, col. 8, lines 65-67, col. 9, lines 8-10);
- ◆ generating a web page containing the retrieved information (see col.10, lines 30-45); wherein the web page has an associated identifier (URL or uniform resource locator) (see col. 9, lines 30-32);
- ◆ transmitting the identifier associated with the web page to an agent selected to answer the received telephone call (see col. 10, lines 30-45).

6. In the claims 30, 36, Miloslavsky discloses displaying the web page to the selected agent (see col. 10, lines 8-10).

7. In the claims 31, 37, Miloslavsky discloses establishing a connection between the caller and the selected agent (see col. 9, lines 25-30).

8. In the claims 32, Miloslavsky discloses the identifier associated with the web page is the uniform resource locator (URL) of the web page (see col. 10, lines 42-45).

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9. In the claims 33, 38, Miloslavky discloses selecting the agent to answer the received telephone call before transmitting the identifier (URL) associated with the web page (see col. 2, lines 15-20).

Claim Rejections - 35 USC § 103

10. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

11. Claims 34, 39 are rejected under 35 U.S.C. 103(a) as being unpatentable over

Miloslavsky (U.S. Patent No. 6,259,774) in view of Miloslavsky (U.S. Patent No. 5,765,033).

In the claims 34, 39, Miloslavsky (U.S. Patent No. 6,259,774) discloses the limitations of claim 33 above.

However, Miloslavsky (U.S. Patent No. 6,259,774) does not disclose selecting an agent to respond to the request, the selection of the agent being based on the content of the web page (web page associated with a particular product).

Miloslavsky (U.S. Patent No. 5,765,033) discloses selecting skill person who is suitable for responding to content of the e-mail (e-mail associated with particular product "for example, the e-mails may relate to all aspects of the products and services offered by a company named ABC"); comprising:

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- ♦ selecting an agent (skill person) to respond to the request, the selection of the agent being based on the content of data (data associated with a particular product) (see col. 3, lines 15-18).

Thus, it would have been obvious to one of ordinary skill in the art at the time of the invention to modify Milosavky (U.S. Patent No. 6,259,774) with the teaching of Miloslavky (U.S. Patent No. 5,765,033) to select of the skilled person based of the data retrieved from the server in order to help the user to get the specific answer from the expert person. Therefore, the quality and efficiency of services provided by the expert person can be improved tremendously.

12. **THIS ACTION IS MADE FINAL.** Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the mailing date of this final action.

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Conclusion

13. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Chuong Ho whose telephone number is (703)306-4529. The examiner can normally be reached on Monday-Friday from 9am to 3pm.
14. If attempt to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Wellington, Chin, can be reached on (703)305-4633.

Any inquiry of a general nature or relating to the status of this application or proceeding should be direct to the group receptionist whose telephone number is (703) 305-3900.

CH

Date 12-03-02 .


WELLINGTON CHIN
SUPERVISORY PATENT EXAMINER
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